

PATENT APPLICATION

DECLARATION AND POWER OF ATTORNEY

ATTORNEY DOCKET NO: MS1-1892US

MS DOCKET NO: 307488.01

As a below named inventor, I hereby declare that:

My residence/post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: Mining Service Requests for Product Support

the specification of which is filed herewith unless the following box is checked:

(X) was filed on April 15, 2004 as US Application Serial No. or PCT International Application

Number 10/826,160 and was amended on _____ (if applicable).

I hereby state that I have reviewed and understood the contents of the above-identified specification, including the claims, as amended by any amendment(s) referred to above. I acknowledge the duty to disclose all information which is material to patentability as defined in 37 CFR 1.56.

Foreign Application(s) and/or Claim of Foreign Priority

I hereby claim foreign priority benefits under Title 35, United States Code Section 119 of any foreign application(s) for patent or inventor(s) certificate listed below and have also identified below any foreign application for patent or inventor(s) certificate having a filing date before that of the application on which priority is claimed:

COUNTRY	APPLICATION NUMBER	DATE FILED	PRIORITY CLAIMED UNDER 35 U.S.C. 119
			YES:___ NO:___
			YES:___ NO:___

POWER OF ATTORNEY:

As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) associated with

Customer No. **22801**

to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

Send Correspondence to:

Brian G. Hart
Lee & Hayes, PLLC
421 West Riverside Avenue, Suite 500
Spokane, WA 99201

Direct Telephone Calls To:

(509) 324-9256

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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full Name of Inventor: Hua-Jun Zeng

Citizenship: P.R. China

Residence: Beijing, China

Post Office Address: 49 Zhichun Road, Beijing, China 100080

Hua-Jun Zeng
Inventor's Signature

July 19, 2004
Date

Full Name of Inventor: Benyu Zhang

Citizenship: P.R. China

Residence: Beijing, China

Post Office Address: 49 Zhichun Road, Beijing, China 100080

Benyu Zhang
Inventor's Signature

July 19, 2004
Date

Full Name of Inventor: Zheng Chen

Citizenship: PR China

Residence: Beijing, China

Post Office Address: 5F, Beijing Sigma Center, No. 49, Zhichun Road, Haidian District, Beijing, China 100080

Zheng Chen
Inventor's Signature

July 19, 2004
Date

Full Name of Inventor: Ji-Rong Wen

Citizenship: China

Residence: Beijing, China

Post Office Address: 3F, Beijing Sigma Center, No. 49, Zhichun Road, Haidian District, Beijing, China 100080

Ji-Rong Wen
Inventor's Signature

July 19, 2004
Date

Full Name of Inventor: Hang Li

Citizenship: China

Residence: Beijing, China

Post Office Address: 5F Sigma Center, No. 49 Zhichun Road, Haidian District, Beijing, China 100089

Hang Li
Inventor's Signature

July 19, 2004
Date

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DECLARATION AND POWER OF ATTORNEY

ATTORNEY DOCKET NO. MS1-1892US

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Full Name of Inventor: Wei-Ying Ma

Citizenship: China

Residence: Beijing, China

Post Office Address: 3F Sigma Center No. 49, Zhichun Road, Beijing, China 100080

Inventor's Signature

Date

Full Name of Inventor: Gabor Hirschler

Citizenship: Hungary

Residence: Issaquah, WA

Post Office Address: 5267 236th Place SE, Issaquah, WA 98029

Inventor's Signature

Date

Full Name of Inventor: Kurt Samuelson

Citizenship: United States

Residence: Issaquah, WA

Post Office Address: 10017 Upper Preston Road SE, Issaquah, WA 98027

Inventor's Signature

Date

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Full Name of Inventor: Wei-Ying Ma

Citizenship: China

Residence: Beijing, China

Post Office Address: 3F Sigma Center No. 49, Zhichun Road, Beijing, China 100080

Inventor's Signature

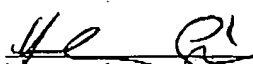
Date

Full Name of Inventor: Gabor Hirschler

Citizenship: Hungary

Residence: Issaquah, WA

Post Office Address: 5267 236th Place SE, Issaquah, WA 98029


Inventor's Signature

7/19/03
Date

Full Name of Inventor: Kurt Samuelson

Citizenship: United States

Residence: Issaquah, WA

Post Office Address: 10017 Upper Preston Road SE, Issaquah, WA 98027


Inventor's Signature

7/20/04
Date

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